

## Important information regarding: Airport Security Staff Strike

**Issued:** 05/7/2016

This advice applies to customers who are concerned about, or may be affected by the proposed Airport Security Staff strike.

### Background

Airport security staff at Auckland and Wellington airports have announced that they will be proceeding with strike action between July 20 and 27. The ban will also apply to overtime and extra hours at these two airports as well as Christchurch.

Currently it is not expected that the increased screening times will result in flight cancellations and we encourage all passengers who are travelling during the affected times to allow for additional processing time through security.

The current timetable for strike action is detailed below.

### AUCKLAND

**Wed 20 July:** 1000 - 1330 plus overtime/extra hours ban all day

**Mon 25 July:** 1530 - 1830 plus overtime/extra hours ban all day

**Wed 27 July:** 0530 - 0830 plus overtime/extra hours ban all day

### WELLINGTON

**Wed 20 July:** 1000 - 1330 plus overtime/extra hours ban all day

**Fri 22 July:** 1530 - 1830 plus overtime/extra hours ban all day

**Tues 26 July:** 0530 - 0830 plus overtime/extra hours ban all day

### CHRISTCHURCH

**Wed 20 July:** overtime/extra hours ban all day

**Mon 25 July:** overtime/extra hours ban all day

**Wed 27 July:** overtime/extra hours ban all day

Your policy provides a number of benefits, conditions, limits and exclusions that may be relevant to Your travel plans. You should read the Policy Wording which outlines the extent of Your travel insurance cover. Some words used in this document have a special meaning as defined in the Policy Wording.

### For all policies issued before 4<sup>th</sup> of July at 6pm

- If Your policy contains Amendment or Cancellation cover, there is cover (up to the nominated policy limits) for Your reasonable Amendment or Cancellation costs (whichever is lesser) if Your existing travel plans are affected by this event. Please note that there is no cover for the outright cancellation of your journey due to this event.

- If You have already departed on the Journey, there is cover available for reasonable Additional hotel accommodation and transport expenses You incur as a result of the strikes.
- There is no cover for Amendment or Cancellation costs or Additional transport or hotel accommodation costs if Your existing travel plans are not directly affected by the strikes.
- There is no cover available for any portions of Your Journey that have been utilised.

Claims can be submitted through our online claims portal: <https://claims.covermore.co.nz/>.

Remember, You must take all reasonable steps to mitigate Your out of pocket expenses. We encourage You to speak with Your travel agent or transport provider as soon as possible to minimise Your out of pocket expenses.

### Policy cover for policies issued on or after the 4<sup>th</sup> of July at 6pm

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued on or after the 4<sup>th</sup> of July at 6pm as the strikes are no longer deemed an unforeseen event.
- If You decide to change Your travel plans, we encourage You to speak with Your travel agent or Transport Provider as soon as possible to minimise Your out of pocket expenses.

### Important general advice

This information must be read in conjunction with the Policy Wording as certain terms, conditions, limits and exclusions apply. These terms, conditions, limits and exclusions are detailed in the Policy Wording and in particular we draw Your attention to 'The Benefits' and 'General Exclusions' sections of the Policy Wording.

### Contact us

If You are overseas and require travel or medical assistance, please contact our 24 hour Emergency Assistance team on +61 (2) 8907 5597. If You have any further enquiries please contact our Customer Service team on 0800 500 248 between 8.30am and 17.30pm Monday to Friday and between 10am and 2 pm Saturday.